



Caledonia Home Health Care & Hospice

A division of Northern Counties Health Care, Inc.

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August 6, 2013

«GreetingLine»

I am writing to you because of a recent security incident at Caledonia Home Health and Hospice. On July 20th, 2013 one of our nurses had her work issued Netbook stolen from her home. The Netbook contained the home health program, Palmwyse in which patient protected information, including social security numbers, was documented. A police report has been filed with the Vermont State Police. It has been determined that your health information was in the Palmwyse program on the stolen Netbook.

The Netbook was password protected, as was the Palmwyse program. While we think it is unlikely the information could be accessed without the dual password process, it is not impossible. Below is a check list of suggestions of how you can best protect yourself from potential misuse of your personal information.

1. **Review your bank, credit card and debit card account statements** over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union.
2. **Monitor your credit reports** with the major credit reporting agencies.

Equifax	Experian	TransUnion
1-800-685-1111	1-888-397-3742	1-800-916-8800
P.O. Box 740241	P.O. Box 2104	P.O. Box 2000
Atlanta, GA 30374-0241	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com

Under Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months.

Call the credit reporting agency at the telephone number on the report if you find:

- Accounts you did not open.
- Inquiries from creditors that you did not initiate.

- Inaccurate personal information, such as home address and Social Security number.
3. If you do find suspicious activity on your credit reports or other account statements, call your local police or sheriff's office and **file a report of identity theft**.

Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records, and also to access some services that are free to identity theft victims.

4. If you find suspicious activity on your credit reports or on your other account statements, **consider placing a fraud alert** on your credit files so creditors will contact you before opening new accounts. Call any one of the three credit reporting agencies at the number below to place fraud alerts with all of the agencies.

Equifax	Experian	TransUnion
888-766-0008	888-397-3742	800-680-7289

5. If you find suspicious activity on your credit reports or on your other account statements, consider placing a security freeze on your credit report so that the credit reporting agencies will not release information about your credit without your express authorization. A security freeze may cause delay should you wish to obtain credit and may cost some money to get or remove, but it does provide extra protection against an identity thief obtaining credit in your name without your knowledge. If you have Internet access and would like to learn more about how to place a security freeze on your credit report, please visit the Vermont Attorney General's website at: <http://www.atg.state.vt.us/issues/consumer-protection/identity-theft.php>.

You may also get information about security freezes by contact the credit bureaus at the following addresses:

Equifax:

https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp

Experian:

http://www.experian.com/consumer/security_freeze.html

TransUnion:

<http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/securityFreeze.page>

If you do not have Internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

6. Even if you do not find suspicious activity on your credit report or your other account statements, it is important that you **check your credit report** for the next two years. Just call one of the numbers in paragraph 2 above to order your reports or to keep a fraud alert in place.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is available on the Vermont Attorney General's website at <http://www.atg.state.vt.us>. Another helpful source is the Federal Trade Commission website, available at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>.

If there is anything Northern Counties Health Care, Inc. can do to assist you, please call 802-748-9405 x1165

Sincerely,

Susan Johnson, RN, MPH
Director of Clinical Care and Performance Outcomes
Compliance Officer
Northern Counties Health Care, Inc.